



The KWIC Focus is back!

Now that eWIC has officially rolled out and has been implemented statewide, the KWIC Focus has been brought back to provide you with tips, Q&A, or other things that come up with KWIC each month that we think will provide you with guidance while using KWIC. Please make sure to read the KWIC Focus each month so that you don't miss any interesting topics.

Unable to Purchase Benefits

When a client calls or comes in stating they are unable to use their benefits at the store, **do not** call the helpdesk. The helpdesk will only be able to verify if benefits have been issued and if the card is active, everything that you are able to do as well. Instead, ask some questions to see why those benefits may not have been able to be purchased in the first place.

- Does the client have active benefits?
- Does the client have a card issued to them?
- Does the client still have those benefits remaining, or have they already redeemed them at another shopping trip?
- Was the item truly a non WIC item that was attempted to be purchased?
- Was the client issued the benefit they were attempting to get? (i.e. attempting to get 2% milk but were issued 1% milk).
- Did the client mention if they were asked to pay for any items at the register?
- Did the client scan the item with the WICShopper app? Did it come back as WIC approved and eligible for their benefits?
- Also, the item could be a WIC approved item but missing from our Approved Product List (APL).

These are some of the questions that can be asked to troubleshoot what might be happening.

Often times the issues are the client is either picking up the wrong item that has not been issued to them, they have used all of the benefit for that month, or the item is WIC approved and has not been added to our APL. If you need further assistance beyond this, then contact your ME lead.





Reissue Formula

The Reissue Formula checkbox on the Modify Benefit Issuance window should be used for the following situations during the current benefit period:

- **To exchange one type of formula for another.** Examples:
 - Family has not used any benefits. Exchange all formula currently in the account.
 - Be sure to enter “qty to void” for the old formula, otherwise they will have both types of formula available on the account. (See screenshot below.)
 - Family has redeemed some formula. Once they return the unopened cans, use this screen to issue new formula to the account.
- **To add formula to a package that didn’t initially have formula in it.** Example:
 - Your received a special authorization for Pediasure, however benefits started 2 weeks ago – use “Reissue Formula” to add Pediasure to the current benefits so the family can immediately redeem the product.
- **To increase the quantity of formula that was originally issued.** Examples:
 - Exclusive breastfeeding now requesting 5 cans of formula
 - Partial breastfeeding now requesting fully formula package
- For more information on how to use this screen, review the [eWIC Toolkit: eWIC Hints – Modify Benefit Issuance – Reissue Formula](#) section.

Enter the number of cans to be voided (removed from the EBT account). [Assign Food Package](#)

First Use	End Use	Formula	Client Issued	Family Issued	Family Redeemed or Voided	Family Remaining	Qty to Void
10/5/2017	11/5/2017	Similac Advance PWD 12.4oz	4.00	4.00	0	4.00	4

Enter the number of cans returned next to the formula below, and enter a note.

Formula	Qty	Notes
Similac Advance PWD 12.4oz	0	test

Select the Formula to Reissue from the list, and select the number of containers to reissue.

Replace Formula

Assigned Food Package

Select Formula to Reissue: ☒ Gerber Good Start Soy PWD 12.9oz

Units to be voided/removed: 4
Units returned by the client: 0
Total equivalent containers to reissue: 4 of 7.00
Containers to reissue: 4

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